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Federal Quality
Institute's
Information
Network

How to Establish a Local TQM Information Center

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Federal Quality Institute
Information Network
P.O. Box 99
Washington, D.C. 20044-0099

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A Guide for Establishing a TQM Information Center

Introduction

The Federal Quality Institute was established in June 1988. Its mission is to promote and facilitate the implementation of Total Quality Management (TQM) throughout the Federal government. TQM has proven to be an excellent strategy for organizations that want to improve the quality of their services. As President Bush has stated, "the improvement of quality in products and the improvement of quality in service—these are national priorities as never before." To accomplish its mission the Federal Quality Institute provides services in five major areas:

- technical assistance
- quality awareness briefings and seminars
- research and publications
- leadership, guidance, and coordination
- information and referrals

FQI Information Network

As part of the Institute's efforts to promote the principles and practices of TQM, and to provide information services to as many Federal employees as possible, the Federal Quality Institute has established an Information Network. This network includes:

- a centralized database of case studies, articles, and handbooks focusing on the practical application of TQM in government.
- an electronic bulletin board providing timely and easily accessible information on quality efforts to all government organizations.
- an Information Center located at the FQI, providing referrals and information on TQM from its collection of articles, books and videotapes.
- plans to promote the establishment of similar TQM Information Centers located at:
 - (a) OPM's Federal Executive Institute (FEI) and Executive Seminar Centers
 - (b) agency headquarters, regional, and field locations, as needed

This Guide lists the following information resources: (1) reference books to acquire for a local TQM library; (2) videotapes to introduce the concepts of TQM; (3) journals, periodicals, and newsletters oriented toward the concepts of TQM and continuous improvement; (4) professional societies to inform you of developments in TQM; and (5) Federal guides and reports to illustrate TQM implementation within the Federal government. Each section also contains sources from which to acquire this material.

FQI Assistance

The FQI Information Center staff is available to assist you in establishing an Information Center. Assistance can be provided in: (1) selecting a location for the Center, (2) estimating space, furniture and equipment needs, and (3) ways to allocate scarce resources. The staff is available for telephone consultations Monday through Friday from 9:00 a.m. to 3:00 p.m. (EST). On-site assistance is also available on a cost-reimbursable basis.

For additional information, contact Jeff Manthos or Jim Perine at (202) 376-3753 or FTS 376-3753, or write to the Federal Quality Institute, P.O. Box 99, Washington, D.C. 20044-0099.

Reference Books

The following books are recommended to form the core of a TQM Information Center. They are not listed in priority order:

1. Crosby, Philip B. *Quality is Free: The Art of Making Quality Certain*. New York: McGraw-Hill, 1979.

2. Crosby, Philip B. *Quality Without Tears: The Art of Hassle-Free Management*. New York: McGraw-Hill, 1984.

3. Deming, W. Edwards. *Out of the Crisis*. Cambridge, Massachusetts: MIT Center For Advanced Engineering Study, 1982.

4. Harrington, James A. *The Improvement Process - How America's Leading Companies Improve Quality*. New York: McGraw-Hill, 1987.

5. Imai, Masaki. *Kaizen: The Key to Japan's Competitive Success*. New York: Random House, Inc., 1986.

6. Ishikawa, Kaoru. *What is Total Quality Control? The Japanese Way*. New Jersey: Prentice-Hall Inc., 1985.

7. Juran, Joseph M. *Juran on Leadership for Quality: An Executive Handbook*. New York: The Free Press, 1989.

8. Juran, Joseph M. *Juran on Planning for Quality*. New York: The Free Press, 1989.

9. Scherkenbach, William W. *The Deming Route to Quality and Productivity*. Rockville, Maryland: Mercury Press, 1988.

10. Walton, Mary. *The Deming Management Method*. New York: Dodd, Mead and Co., 1986.

Additional Reference Book Recommendations

The following are also recommended reference books:

11. Albrecht, Karl. *At America's Service: How Corporations Can Revolutionize the Way They Treat Their Customers*. Homewood, Illinois: Dow Jones-Irwin, 1988.

12. Albrecht, Karl and Zemke, Ron. *Service America: Doing Business in the New Economy*. Milwaukee, Wisconsin: Publisher's Quality Press, 1985.

13. AT&T Technologies. *AT&T Bell Laboratories: Process Quality Management & Improvement Guidelines*. Greensboro, 1988.

14. AT&T Technologies. *AT&T Bell Laboratories: Quality by Design*. Greensboro, 1986.

15. Aubrey II, Charles A. and Felkins, Patricia K. *Teamwork: Involving People in Quality and Productivity Improvement*. Milwaukee, Wisconsin: Quality Press, 1988.

16. Bennis, Warren and Nanus, Burt. *Leaders: The Strategies for Taking Charge*. New York: Harper and Row, 1985.

17. Berry, Thomas H. *Managing the Total Quality Transformation*. New York: McGraw-Hill, 1990.

18. Camp, Robert C. *Benchmarking: The Search for Industry Best Practices that Lead to Superior Performance*. Quality Press, 1989.

19. Ernst & Young Quality Improvement Consulting Group. *Total Quality: An Executive's Guide for the 1990's*. Homewood, Illinois: The Dow Jones-Irwin/APICS Series in Production Management, 1990.

20. Garvin, David A. *Managing Quality: The Strategic and Competitive Edge*. New York: The Free Press, 1988.

21. Goldratt, Eliyahu M. and Robert E. Fox. *The Goal: A Process of Ongoing Improvement*. North River Press, 1986.

22. Harrington, H. James. *Excellence—The IBM Way*. Milwaukee, Wisconsin: Publisher's Quality Press, 1988.

23. Hickman, Craig R. and Silva, Michael A. *Creating Excellence*. New York: New American Library, 1984.

24. Ishikawa, Kaoru. *Guide to Quality Control*. White Plains, New York: Kraus International Publications, 1982.

25. King, Bob. *Hoshin Planning—The Developmental Approach*. GOAL/QPC, 1989.

26. McGregor, Douglas. *The Human Side of Enterprise*. New York: McGraw-Hill, 1985.

27. Ouchi, William G. *Theory Z*. Reading, MA.: Addison-Wesley Publishing Company, 1981.

28. Peters, Tom. *Thriving on Chaos*. New York: Alfred A. Knopf, 1987.

29. Scholtes, Peter., et. al. *The Team Handbook—How to Use Teams to Improve Quality*. Madison, Wisconsin: Joiner Associates, Inc., 1988.

30. Townsend, Patrick L. *Commit to Quality*. New York: John Wiley And Sons, 1986.

31. Walton, Mary. *Deming Management at Work*. New York: Putnam Publishing Group, 1990.

32. Zemke, Ron and Schaaf, Dick. *The Service Edge: 101 Companies that Profit from Customer Care*. New York: New American Library, 1989.

Possible Sources for Reference Books

George Washington University
Continuing Engineering Education Program
School of Engineering and Applied Science
Attn: Books and Videos
Washington, D.C. 20052
1-800-424-9773

Productivity Press
Productivity, Inc.
P.O. Box 3007
Cambridge, MA 02140
1-800-274-9911

Quality Press
American Society For Quality Control (ASQC)
310 West Wisconsin Ave.
Milwaukee, WI 53203
1-800-952-6587

Videotapes

To introduce the concepts of quality management, the following videotapes are recommended. They are not listed in priority order.

1. *Building High Performance Teams with Dr. Ken Blanchard*. Video Publishing House. Length: 60 mins. Source: Films Inc.

2. *A Chorus for Quality*. Allan C. Olin Production. Length: 30 mins. Source: Britannica Training and Development.

3. *The Deming Library, Vol. 2: The 14 Points*. CC-M Productions. Length: 40 mins., 2 parts. Source: Films Inc.

4. *Discovering the Future: The Business of Paradigms*. Joel Barker. Chathouse Learning Corp. Length: 43 mins. Source: Films Inc.

5. *Juran on Quality Leadership*. Dr. J.M. Juran. Juran Institute Inc. Length: 45 mins. Source: Films Inc.

6. *Leadership Alliance*. Tom Peters. CC-M Productions. Length: 30 or 60 mins. Source: Films Inc.

7. *Managing the Journey with Dr. Ken Blanchard*. Video Publishing House. Length: 75 mins. Source: Films Inc.

8. *A Passion for Customers*. Tom Peters. CC-M Productions. Length: 30 or 60 mins. Source: Films Inc.

9. *TQC: The Customer, the Process, the Data*. Chuck Olin Associates. Length: 18 mins. Source: Britannica Training and Development.

10. *The Quality Man*. Phil Crosby. British Broadcasting Corp. Length: 25 mins. Source: Films Inc.

The following additional tapes are in the Federal domain and may be reproduced:

11. *Journey Towards Quality*. 1988 Quality Improvement Prototype Award Winners. Length: 15 mins. Source: Federal Quality Institute.

12. *Malcolm Baldrige National Quality Award Winners*. 1988. Length: 13 mins. Source: Federal Quality Institute.

13. *Malcolm Baldrige National Quality Award Winners*. 1989. Length: 15 mins. Source: Federal Quality Institute.

14. *Malcolm Baldrige National Quality Award Winners*. 1990. Length: 13 mins. Source: Federal Quality Institute.

15. *Quality, Journey Without End*. 1989 Quality Improvement Prototype Award Winners. Length: 30 mins. Source: Federal Quality Institute.

16. *Untitled*. 1990 Quality Improvement Prototype Winners. Length: 30 mins. Source: Federal Quality Institute.

Possible Sources for Videotapes

AMA Video
American Management Association
Nine Galen Street
Watertown, MA 02172
1-800-225-3215

Britannica Training and Development
310 South Michigan Ave.
Chicago, IL 60604
1-800-554-9862

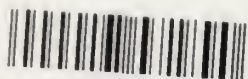
Coronet/MTI Film & Video
108 Wilmont Rd.
Deerfield, IL 60015-9925
1-800-621-2131, (312) 940-1260

Films Incorporated
5547 N. Ravenswood Ave.
Chicago, IL 60640-1199
1-800-323-4222, (312) 878-2600, EXT. 381 for Gov. Acct. Rep.

Salenger Films Inc.
1635 12th Street
Santa Monica, CA 90404
(213) 450-1300

For Federal Domain Videotapes Only:

Federal Quality Institute (FQI)
P.O. BOX 99
Washington, D.C. 20044-0099
(202) 376-3753, (FTS) 376-3753



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Journals, Periodicals, Newsletters

The following is a list of journals, periodicals, and newsletters oriented toward the concepts of quality management and continuous improvement:

Core Journals, Periodicals, Newsletters

Commitment Plus
Newsletter, Monthly.
Quality and Productivity Management Association (QPMA)
300 Martingale Rd., Suite 230,
Schaumburg, IL 60173
(708)619-2909

The Journal for Quality and Participation
Journal, Issued 6 times/yr.
The Association for Quality and Participation (AQP)
801 B West 8th Street, Suite 501
Cincinnati, OH 45203-1601
(513) 381-1959

Quality Progress
Magazine, Monthly.
American Society for Quality Control (ASQC)
310 West Wisconsin Ave.
Milwaukee, WI 53203
(404) 272-8575

Additional Journals, Periodicals, Newsletters

(Not Listed in Priority Order)

The Letter
Newsletter, Monthly
American Productivity and Quality Center (APQC)
123 North Post Oak Lane
Houston, TX 77024
(713) 681-4020

Government Productivity News
Newsletter, Issued 10 Times/yr.
P.O. Box 27435
Austin, TX 78755-0435
(512) 343-1884

National Productivity Review
Magazine, Quarterly
Executive Enterprises Co., Inc.
22 West 21st Street
New York, NY 10010-6904
1-800-332-8804, (212) 645-7880, Ext.208

Productivity Inc.
Newsletter, Monthly
Productivity, Inc.
P.O. Box 3007
Cambridge, MA 02140
(617) 497-5146

The Service Edge
Newsletter, Monthly
Lakewood Publications
50 S. Ninth St.
Minneapolis, MN 55402
1-800-328-4329, (612) 333-0471

Quality
Magazine, Monthly
Hitchcock Publishing Co.
191 S. Gary Ave.
Carol Stream, IL 60188
(312) 655-1000

Quality Digest
Magazine, Monthly
QCI International
1425 Vista Way
Red Bluff, CA 96080
(916) 527-8875

Membership in some professional societies entitles you to subscriptions to their journals. (See page 7).

Professional Societies

The following professional societies, informing you of developments in TQM, are recommended:

American Society for Quality Control (ASQC)
310 W. Wisconsin Ave.
Milwaukee, WI 53203
(414) 272-8575

Conferences, educational courses, seminars, "The Quality Review" magazine and "Quality Progress" journal, book service, professional certification, technical divisions and committees, and local chapters.

American Productivity and Quality Center (APQC)
123 North Post Oak Lane
Houston, TX 77024
(713) 681-4020

Educational and advisory services to organizations in the private and public sectors. Courses, research publications, case studies, "The Letter" newsletter, resource guide, library, and consulting.

Quality and Productivity Management Association (QPMA)
300 Martingale Rd., Suite 230,
Schaumburg, IL 60173
(708) 619-2909

Network of North American quality and productivity coordinators, operating managers and staff managers; conferences, workshops, journal, "Commitment Plus" newsletter, resources guide, and local chapters.

Association for Quality and Participation (AQP)
801-B West 8th Street
Cincinnati, OH 45023
(513) 383-1959

Focus on quality circles, self-managing teams, union-management committees, and other aspects of employee involvement. Conferences, library and research service, "Quality and Participation Journal", newsletter, resource guide, and local chapters.

General Guides and Reports

The following guides and reports provide basic information on the Federal government-wide quality improvement effort:

Available through the Government Printing Office

Federal Total Quality Management Handbook:

Introduction

Book 1, *How To Get Started*

Book 1A, *Appendix, How To Get Started*

Book 2, *President's Award Criteria and Scoring Guidelines*

Available through the National Technical Information Service

Quality Improvement Prototype Award Case Studies.

Available through the Federal Quality Institute

The Catalog of Federal TQM Documents.

Federal Supply Schedule Guide of TQM Training and Consulting Suppliers.

The Federal TQM Database Users Guide.

The Federal TQM Electronic Bulletin Board Users Guide.

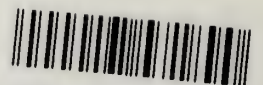
Quality Improvement Prototype Award Criteria.

To Order, Contact:

Federal Quality Institute (FQI)
P.O. Box 99
Washington, D.C. 20044-0099
(202) 376-3753, FTS 376-3753, FAX: (202) 376-3765

Government Printing Office (GPO)
8660 Cherry Lane
Laurel, MD 20707
(301) 953-7974

National Technical Information Service (NTIS)
U.S. Department of Commerce
5285 Port Royal Road
Springfield, VA 22161
(703) 487-4650,
FAX: (703) 321-8547



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